


Instructions for obtaining a PhoneFactor Bypass when your phone is not available

Access the PhoneFactor User Portal at <https://pfp.iot.in.gov/phonefactor> and login with your username, in the form of DOMAIN\username, and password.



Version 6.1.1
©2013 PhoneFactor

Multi-Factor Authentication User Log In

Username

Password

There will be a long wait while PhoneFactor attempts to reach your phone. The wait will be longer if you have a secondary number configured in PhoneFactor. To shorten your wait, remove the secondary number. Also, the wait will be shorter if your phone is off or out of commission and the call goes straight to voicemail.

After the phone call fails, PhoneFactor will ask you to answer 3 of your 4 security questions. If you do not remember your answers, please access the user portal and re-answer your questions. After you have answer the questions, click log in

What was your high school mascot?

What is your paternal grandmother's maiden name?

Which phone number do you remember most from your childhood?

After you have answered the questions, your will be logged into the portal. Click the “One-Time Bypass” link to obtain a bypass.

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.



One-Time Bypass



Change Phone

Click the “Confirm” button on the next page. You will have 5 minutes to log into VPN or Citrix without receiving a PhoneFactor call.

My Account: One-Time Bypass

Confirm one-time bypass to skip Multi-Factor Authentication during your next sign on. The bypass is temporary.

Confirm

[Back](#)

Be sure to click “Log Out” when you are finished with your user portal session.

You may have an unlimited number of bypasses, but only one bypass at a time. Once you are connected to VPN or Citrix, your bypass is reset and you have to obtain another bypass to log in again.